



Don Siegelman
Governor

Alabama Medicaid Agency

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Telecommunication for the Deaf: 1-800-253-0799
1-800-362-1504 (334) 242-5000



Mike Lewis
Commissioner

November 1, 2002

Important Medicaid News For You!

Free telephone numbers help you get the Medicaid information you need.

Starting November 18, 2002, you will use one toll-free phone number to call the Alabama Medicaid Agency when you have questions or need help. The free number to call is 1-800-362-1504. You may also call 1-334-293-5500. Both lines are available in English and Spanish. The hearing impaired may call 1-800-253-0799.

When you call, you will be connected to a new phone system that has been set up to give you answers more quickly. This is the number to call for a Medicaid application, to find out where to apply for Medicaid, to see if a medical bill has been paid for you, to get help paying for a ride to a medical appointment or to get a new card. You will also use this number to change your Patient 1st doctor or to report suspected fraud.

Before you call:

- Have a pen or pencil and paper by the telephone.
- Know the Medicaid or Social Security number of the person you are calling about.
- Know the date of birth of the person you are calling about.
- Know the month and year of the bill if you are calling about a bill.
- Know the county where you live.



When you call:

Choose which way to give your information. You may punch in numbers on a touch-tone phone or use your voice. If you use your voice, speak slowly and carefully. Be sure to say "Zero" instead of "Oh" if a number has a 0 in it.

To get an application give:

- Your name (Be sure to spell out your name).
- Your street address or post office number, city, state and zip code where you want it mailed.
- Your Social Security number.



To make the system work best for you, please keep this notice near your phone to help you remember important information Medicaid needs to help you.

Medicaid or Social Security Number _____

Date of Birth _____ County _____

Address _____

Recipient Notice 02-03

WARNING

- Be very careful about giving checking or savings account numbers to anyone over the phone.
- The only time a Medicaid worker will ask for this information is after you have applied for Medicaid.
- If you get this kind of call, ask for the person's full name and a phone number to call back.
- If you have questions about a call you have received, please call 1-800-362-1504 and pick the fraud number.

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